**Mississippi Department of
Information Technology Services**

RFP Questions and Clarifications Memorandum

To: Vendors Responding to RFP Number 4343-45877 for the Mississippi Department of Human Services (MDHS)

From: David C. Johnson

Date: March 18, 2021

Subject: Responses to Questions Submitted and Clarifications to Specifications

Contact Name: Khelli Reed

Contact Phone Number: 601-432-8194

Contact E-mail Address: Khelli.Reed@its.ms.gov

RFP Number 4343 is hereby amended as follows:

1. **Title page, INVITATION is modified as follows:**

    INVITATION: Proposals, subject to the attached conditions, will be received at this office until ~~March 18, 2021~~ **March 30, 2021 @ 3:00 p.m.** Central Time for the acquisition of the products/services described below for **Mississippi Department of Human Services.**

2. **Title page, third box is modified as follows:**

PROPOSAL, SUBMITTED IN RESPONSE TO RFP NO. 4343 due ~~March 18, 2021~~ March 30, 2021 @ 3:00 p.m., ATTENTION: Khelli Reed

3. **Section VII Technical Specifications, Item 3 Project Schedule is amended as follows:**

Task	Date
Deadline for Questions Answered and Posted to ITS Web Site	~~03/09/21~~ 03/18/21
Open Proposals	~~03/18/21~~ 03/30/21
Evaluation of Proposals	~~03/18/21~~ 03/30/21
ITS Board Presentation	~~04/15/21~~ 05/20/21
Contract Negotiation	~~04/15/21~~ 05/20/21
Proposed Project Implementation Start-up	~~05/10/21~~ 06/05/21
~~Project Go-Live Deadline~~	~~07/01/21~~

4.   **Attachment A, Item Number 37 is being modified to read:**

Parent Locate Component of IDEC Service Hours: The IDEC's Parent Locate Component is operational from ~~7~~6:00 AM to ~~7~~6:00 PM, Central Time, Monday thru ~~Saturday~~ Friday.

5.   **Attachment A, Item Number 40 is being modified to read:**

The Vendor may propose similar software or hardware products with the same functionality as those listed in this RFP ~~or host the incumbent Vendor's system~~. The Vendor must provide a thorough description of the products and their capabilities.

6.   **Attachment A, Item Number 41.i.1 is being modified to read:**

Vendor must ensure that participating states have confidential access to their states' data. ~~through encryption and double password protection.~~

7.   **Attachment A, Item Number 43.a.4 is being modified to read:**

In the event of any unauthorized disclosure or loss of IDEC Data, the Vendor must immediately comply with the Notice subsection set forth below in Item Number 19~~1~~2.q of this Attachment. The Vendor or its agents may, however, disclose IDEC Data to the extent required by law or by order of a court, provided that the Vendor must give IDEC, and must cause the Vendor's agents to give IDEC, notice as soon as it or they are aware of the requirement or court order. Further, the Vendor must use its best efforts to cooperate with IDEC if IDEC decides to obtain a protective order or otherwise protect the confidentiality of such IDEC Data. IDEC reserves the right to obtain a protective order or otherwise protect the confidentiality of IDEC Data. Vendor must also agree to abide by any IDEC member states' individual security laws which may require pre-approval and consultation with the individual member state agency prior to sending a notification of breach or incident. Security laws of individual member states may vary regarding breach or incident reporting, timing of customer notification, etc.

8.   **Attachment A, Item Number 57 is being modified to read:**

Substitution of Software Products: Expertise with the existing hardware and software currently used by IDEC is a requirement of this RFP. As the State desires to be flexible and competitive, the Vendor may propose similar software or hardware products with the same functionality as those listed in this RFP ~~or host the incumbent vendor's system~~, but the Vendor must provide a thorough description of the products and their capabilities. Any product substitutions must be approved by MDHS. Additionally, any necessary changes to the IDEC Source Code to make use of the substitute products shall be the responsibility of the Vendor and must be completed and demonstrated prior to contract transfer.

9.   **Attachment A, Item Number 58 is being modified to read:**

Ownership of Software: If ~~A~~any software is developed ~~under this~~ during the life of the contract ~~as well as any modifications to existing IDEC software~~, said software would become the property of MDHS, if MDHS funds were used to develop the software. Software that was in existence prior to the contract or developed solely by the Vendor shall remain the property of the Vendor.

10.   **Attachment A, Item Number 115.c is being modified to read:**

Driver's license data has been obtained from ~~the states of Florida and~~ Texas and is stored on the Parent Locate Component of IDEC database. ~~Neither Florida nor~~ Texas ~~are~~ is not a member~~s~~ of IDEC nor are they sharing in the cost of the network operations. ~~These states~~ Texas provides monthly updates to this data~~. In the case of Florida, updates are~~

~~provided at no cost.~~ In the case of Texas, the updates are provided at a charge of $75.00 per week, which is paid by the Vendor.

11. **Attachment A, Item Number 126 is being modified to read:**

Method One processing shall be performed by the Vendor as follows. ~~Quarterly, each IDEC state will produce a file in the "Method One" format as prescribed in the FIDM Specifications Handbook which contains the names and other identifying information on all the cases that the state wants matched to Financial Institution (FI) data files.~~ <u>Quarterly, each IDEC state will produce a file in the "Inquiry" format as prescribed in the FIDM Specifications Handbook which contains the names and other identifying information on all the cases that the state wants matched to Financial Institution (FI) data files.</u> These files will be sent to the Vendor. This file shall be merged by the Vendor with the requests from all participating states. Additionally, financial institutions, having state agreements, submit files as prescribed in the FIDM Specifications Handbook to the IDEC Vendor. These files identify all open accounts. The Vendor must match the merged file to that of the merged financial institution files from all financial institutions from all participating states, separate the data into the original state request, and then return the files to the appropriate state. Note that this process provides the participating states with matched data from all single state financial institutions of all participating states. States participating in the FIDM component of IDEC execute an agreement with the financial institutions in their state which contains this file matching procedure.

12. **Attachment A, Item Number 127 is being modified to read:**

Method Two processing shall be performed by the Vendor as follows. ~~Quarterly, each IDEC state will produce a file in the "Method Two" format as prescribed in the FIDM Specifications Handbook.~~ <u>Quarterly, each IDEC state will produce a file in the "Inquiry" format as prescribed in the FIDM Specifications Handbook</u>. This file will contain the names and other identifying information on all the cases that the state wants matched to financial institution data files. These files are sent to the Vendor. The Vendor must merge the requests from all participating states and transmit this file to all of the appropriate financial institutions in each state. Once the financial institutions match this file against their databases, they will return a file with the matches to the Vendor. The Vendor must combine the data matches from the various financial institutions, separate the data into the original state requests, and then return a file of the results to the appropriate state. Note that this process provides the participating states with matched data from all financial institutions of all participating states. States participating in the FIDM component of IDEC execute an agreement with the financial institutions in their state which contains this file matching procedure.

13. **Attachment A, Item Number 139 is being modified to read:**

FIDM Component of IDEC Security and Confidentiality: The Vendor must provide access to the FIDM Component system information according to instructions from the IDEC Director's Office. Only the Vendor's personnel directly involved in the maintenance of the FIDM Component shall be provided access. Any breach of security shall be reported to the IDEC Director's office as detailed in Item Number 19~~1~~<u>2</u>.p.

14. **Attachment A, Item Number 163 is being modified to read:**

Awarded Vendor is responsible for costs incurred in the initial setup of the ~~system~~ <u>website domain and SSL certificates</u> transferred from the previous Vendor. The incumbent Vendor will provide the transfer files in machine-readable format to the awarded Vendor. Awarded Vendor will also be responsible for costs incurred in performing all transfer tasks. Initial

setup and end-of-contract transfer costs should be factored by Vendor on the Parent Locate Component Implementation table and the FIDM Component Implementation table on the Vendor's Cost Information Submission, Section VIII of RFP No. 4343.

15.   **Attachment A, Item Number 192.n.3 is being modified to read:**

The Vendor agrees to have a yearly audit performed by a third party and must provide proof of an attestation certificate from one of the following: FedRAMP, <u>SOC 1 Type 1</u>, SOC 2 Type 2, ISO 27001, or HITRUST. Vendor must provide this information to the IDEC Director upon request and audit results will be provided to the IDEC member states.

16.   **Attachment A, Item Number 194 is being modified to read:**

194. Parent Locate Component of IDEC Online Service to Participating States

    a. The Vendor must provide online Parent Locate Component service, at a minimum, from Monday through ~~Saturday~~ <u>Friday</u>, ~~7~~<u>6</u>:00 AM to ~~7~~<u>6</u>:00 PM, Central Time. System up-time shall be ninety-eight percent of the time that the system is available for use. This does not include intentional downtime for loading of databases. The Vendor must provide the telecommunications link to each participating state for the operation of the network.

    b. Vendor warrants that its resources will be available to assist the Parent Locate Component of IDEC states and MDHS throughout the contractual period.

    c. Maintenance of Parent Locate Component online service must be provided, at a minimum, from Monday through ~~Saturday~~ <u>Friday</u>, ~~7~~<u>6</u>:00 AM to ~~7~~<u>6</u>:00 PM, Central Time and must include monitoring of the network to ensure proper connectivity of all devices within the network. The Vendor must resolve all communications line problems identified within the network or reported to the Parent Locate Component Help Desk. Any equipment problems identified must be reported to MDHS' Help Desk. The Vendor must control assignment of user-ids for access to the Parent Locate Component database. The Vendor must resolve all problems associated with the use of user-ids or passwords.

17.   **Attachment A, Item Number 195 is being modified to read:**

Maintenance of the Parent Locate Component of IDEC Help Desk: The Vendor must maintain and operate a Parent Locate Component Help Desk to provide participating states with a single point of contact for problem resolution assistance that may be needed by end-users. The Parent Locate Component Help Desk shall also be the primary control point to report network and/or communications problems. The Vendor must provide IDEC Help Desk assistance, at a minimum, from Monday through Friday, ~~7~~<u>6</u>:00 AM to 6:00 PM Central Time.

18.   **Attachment A, Item Number 196 is being modified to read:**

Maintenance of the FIDM Component of IDEC Help Desk: The Vendor must maintain and operate a FIDM Component Help Desk to provide participating states and financial institutions with a single point of contact for problem resolution assistance. The Vendor must provide FIDM Help Desk assistance, at a minimum, from Monday through ~~Saturday~~ <u>Friday</u>, ~~7~~<u>6</u>:00 AM to <u>6</u>:00 PM, Central Time. Help desk staff shall be capable of assisting states and financial institutions in resolving problems dealing with file formats, file transmissions, and the status of file processing. Records shall be maintained on number of calls and the types of questions, comments, and assistance provided.

19.   **Section VIII Cost Information Submission is being replaced with the attached Revised Cost Information Submission form.**

20. Exhibit A, Standard Contract – Software License and Application Service Provider Agreement has been replaced with Exhibit A-1, Standard Contract - Software as a Service Agreement (SaaS).

Vendor must include in their proposal a response to each amended requirement as listed above. Vendor must respond using the same terminology as provided in the original requirements.

The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

Question 1: Would MDHS consider changing the service hours to Monday – Friday from 7am – 7pm *Eastern Time* to reflect current contractual obligations?

Response: **Yes, MDHS agrees to change the service hours to Monday - Friday from 6:00 AM - 6:00 PM Central Time, which equates to the Vendor's requested time. See Amendments 4, 16, 17, 18, and 20 above.**

Question 2: RFP: (Section IV, Legal and Contractual Information, Item 28) - Please confirm that current incumbent Vendor's pre-existing software, developed and in production with other clients prior to the 2009 contract with IDEC, will remain solely and exclusively owned by the current incumbent Vendor.

Response: **Yes, the current incumbent vendor's pre-existing software will remain solely and exclusively owned by the current incumbent vendor.**

Question 3: RFP: (Section VIII: Cost Information Submission)
1. Should the Vendor provide, Parent Locate Base Line pricing for States that are not currently participating in the Parent Locate Component (i.e. Include Parent Locate pricing within Section VIII COST INFORMATION SUBMISSION for all 15 states or should the Vendor provide Parent Locate Base Line pricing only for the States that are currently participating in the Parent Locate Component)?

2. If Section VIII Cost Information Submission, requires Parent Locate Fees be included for States not currently using Parent Locate, are the Fees for States not currently using Parent Locate included as part of the Total Lifecycle cost

Response: **1. Yes. MDHS would like the Vendor to provide Parent Locate Base Line Pricing for all 15 states, with any possible variances included or listed.**

2. No, the fees for States that are not currently using Parent Locate should not be included as part of the Total Lifecycle cost for the proposal. If a State chooses to add Parent Locate, the formula provided by the Vendor in their response to Attachment A, Item 147 will be used for the cost breakdown for the future states.

See Amendment 20 above.

Question 4: RFP: (Exhibit A Standard Contract, Article 1.1) –

1. This section refers to Active Users participating on, accessing or registering to use "the system". Can the State confirm the "the system" refers to the hosted software provided by the Vendor?

2. Does "Active Users" include IDEC member state users?

Response: **1. Yes, the State confirms "the system" refers to the hosted software provided by the Vendor.**

2. Yes, "Active Users" includes IDEC member state users.

See Amendment 20 above.

Question 5: RFP: (Exhibit A Standard Contract, Article 2.1) – The RFP states *"At the end of the three (3) year initial ASP services term, the ASP services may, upon the written agreement of the parties, be renewed under the same terms and conditions for two (2) terms."* Can the State clarify the length of renewal term, e.g., three years?

Response: **This project allows a total of two renewal terms, which is the equivalent of two one-year terms; however, the contract could be extended if both parties agree and current pricing is honored or increased in accordance with the current contractual terms. This will ultimately depend on the contractual language negotiated by both parties. See Amendment 20 above.**

Question 6: RFP: (Exhibit A Standard Contract, Article 3.5.O) –
1. Can the State confirm that since the Vendor's solution will be housed on Vendor's servers as a hosted solution, the State will not have access to technical information concerning operation of the site?

2. In addition, can the State expand on what is meant by "personnel requirements"?

Response: **See Amendment 20 above. The article the Vendor is referencing is now Article 3.2.L in the replaced contract agreement (SaaS).**

1. The State can confirm that, since the Vendor's solution will be housed on the Vendor's servers as a hosted solution, the State will not have access to technical information concerning operation of the site. This article is not applicable to this project.

2. This article is not applicable to this project.

Question 7: RFP: (Exhibit A Standard Contract, Article 3.5.R) – Would the State agree to remove the requirement for Saturday web site support hours?

Response: **Yes, the State is removing the Saturday requirement. See Amendment 20 above, as well as Amendments 4, 16, 17, and 18. The article the Vendor is referencing is now Article 3.2.O in the replaced contract agreement (SaaS).**

Question 8: RFP: (Exhibit A Standard Contract, Article 3.5.Y) – Does "the site" in this requirement refer to the domain registration and SSL certificates for the IDEC website? If not, please define.

Response: **See Amendment 20 above. The article the Vendor is referencing is now Article 3.2.U in the replaced contract agreement (SaaS). The transition in this article refers to the domain registration and SSL certificates in the IDEC website.**

Question 9: RFP: (Exhibit A Standard Contract, Article 4.1) – Vendor will be providing its pre-existing, trademarked software solutions for Locate and FIDM Services. Will the State consider the solutions to be utilized without the license requirement as under the current contract?

Response: **Yes, the Solutions will be utilized without license requirements. See Amendment 20 above.**

Question 10: RFP: (Exhibit A Standard Contract, Article 4.2) – Can the State clarify the purpose of this requirement for the hosted solution that is the subject of this contract?

Response: **See Amendment 20 above. This Article is standard language in the State's SaaS Agreement. Unless specifically disallowed on any specification, Vendor may take exception to any point within this RFP, including standard contract terms, as long as it is not a matter of State law. Vendors may not take exception to Mandatory requirements. Please refer to Section V, Proposal Exceptions in the RFP for instructions regarding Vendor exceptions.**

Question 11: RFP: (Exhibit A Standard Contract, Article 7.7) – The RFP provides *"The Licensor represents and warrants that, upon completion of the project, the Licensor, and all subcontractors, if any, shall convey to MDHS copies of all interim reports, cost records, data collection forms, and any working papers that support the final acceptance."* Can the State provide definitions of interim reports, cost records, data collection forms and any working papers that supports final acceptance?

Response: **See Amendment 20 above. The article that the Vendor is referencing is no longer applicable.**

Question 12: RFP: (Exhibit A Standard Contract, Article 18) – Would the State consider adding the following paragraph as an additional section under Article 18?
18.1 Limitation of Liability: *"Unless jointly agreed otherwise in writing, Contractor's liability shall not exceed the total amount paid by Customer to Contractor under this Agreement, including any amounts paid pursuant to amendments and change orders. In no event will Contractor be liable to Customer for special, indirect, consequential or incidental damages including lost profits, lost savings or lost revenues of any kind unless Contractor was advised of the possibility of such loss or damage or unless such loss or damage could have been reasonably foreseen."*

Response: **See Amendment 20 above. The article the Vendor is referencing is now Article 20 in the replaced contract agreement (SaaS). No, the Article will remain as written. In accordance with state law, the ITS executive director may negotiate a limitation on the liability to the State of prospective contractors provided such limitation affords the State reasonable protection. It is the agency's position that vendors shall have no limitation on liability for claims related to the items listed under Section IV, Item 7.3 and these**

items are excluded from any liability limitation. Vendors should review Section V, Proposal Exceptions in the RFP for instructions regarding vendor exceptions.

Question 13: RFP: (Exhibit A Standard Contract, Article 45) - The RFP states "The term of the performance bond shall be concurrent with the term of this Agreement, with the exception of post-warranty maintenance and support…". Per request from our surety agency, would the State be amenable to modifying the language to specify the term of the performance bond annually renewable to be used for the full three-year contract term and warranty period.

Response: **See Amendment 20 above. The article the Vendor is referencing is now Article 46 in the replaced contract agreement (SaaS). No, the State will not modify the language of the contract; however, unless specifically disallowed on any specification, Vendor may take exception to any point within this RFP, including standard contract terms, as long as it is not a matter of State law. Vendors may not take exception to Mandatory requirements. Please refer to Section V, Proposal Exceptions in the RFP for instructions regarding Vendor exceptions.**

Question 14: Att. A: (Section I.F, IDEC Deliverables, Item 40) - Please confirm that the incumbent Vendor's proprietary and trademarked software solution currently in use is unavailable for hosting by any other vendor.

Response: **Your statement is correct. See Amendment 5 above.**

Question 15: Att. A: (Section I.F, IDEC Deliverables, Item 41) - Please confirm that since the incumbent Vendor's IDEC products are unavailable for hosting by any other vendor other than the incumbent, vendors must respond to these requirements based on their own solutions.

Response: **Your statement is correct.**

Question 16: Att. A: (Section I.F, IDEC Deliverables, Item 41.i.1) - Please explain what double password protection means.

Response: **Double password protection has no relevancy to this RFP. See Amendment 6 above.**

Question 17: Att. A: (Section I.F, IDEC Deliverables, Item 41.g) - Will a demonstration plan, schedule and reporting be required should the current vendor retain the contract and current solution?

Response: **If the current Vendor retains the contract and current solution and does not expand or modify its current solution, a Demonstration Plan, Schedule, and Reporting will not be required. However, if the current Vendor expands or modifies its current solution, then a Demonstration Plan, Schedule, and Reporting will be required.**

Question 18: Att. A: (Section I.F, IDEC Deliverables, Item 41.h) - Will a training plan need to be delivered for existing IDEC states if the current vendor retains the contract and current solution?

Response: **If the current Vendor retains the contract and current solution and does not expand or modify its current solution, a Training Plan will not be required to be delivered for existing IDEC states. However, if the current Vendor expands or modifies its current solution, then a Training Plan for the solutions that have been expanded or modified, will be required to be delivered for existing IDEC states.**

Question 19: Att. A: (Section I.H, Vendor Qualifications, Item 57) - Please confirm that the incumbent Vendor 's proprietary and trademarked software solution that currently is in use, is unavailable for hosting by, or transfer to, any other vendor.

Response: **Your statement is correct. See Amendment 8 above.**

Question 20: Att. A (Section I.H, Vendor Qualifications, Item 58) - Please confirm that "existing IDEC software" referred to in this requirement was the software in use by IDEC prior to 2009. The current IDEC vendor owns the software currently in use (the software was in production with other clients prior to entering into the Consortium contract in 2009).

Response: **Your statement is correct. See Amendment 9 above.**

Question 21: Att. A (Section I.H, Vendor Qualifications, Item 59) –
1. Would the State please confirm that "the Parent Locate Component and the FIDM Component of IDEC", referenced in this requirement is referring to the previous Components in use by the Consortium prior to 2009. The current incumbent vendor has not made any modifications to, or altered in any way the previous Components, but rather implemented its own software that had been developed prior to and outside of the existing 2009 contract?

2. Please confirm that the current incumbent vendor's proprietary and trademarked software solution, including source code, object code and databases, would not be transferred upon contract expiration.

Response: **1. Yes, the State confirms that "the Parent Locate Component and the FIDM Component of IDEC", referenced in this requirement is referring to the previous Components in use by the Consortium prior to 2009.**

2. Your statement is correct.

Question 22: Att. A (Section II.D, Vendor Requirements Item 109) - Can the State clarify that the Parent Locate and FIDM Components mentioned in this section means the Components which were used by the Consortium prior to 2009, not the Components currently in use, that were developed and in production for other clients prior to the current IDEC vendor entering into the 2009 Consortium contract. Accordingly, the incumbent vendor's proprietary software solutions are not transferable.

Response: **Yes, the Parent Locate and FIDM Components mentioned in this section means the Components which were used by the Consortium prior to 2009.**

Question 23: Att. A (Section II.E, Vendor Responsibilities for Operation of the Parent Locate Component of IDEC, Item 115.c) - Historically Florida has never provided a DMV file for the IDEC Parent Locate system due to Florida's policy. Will MDHS consider waiving the Florida DMV file requirement for Parent Locate?

Response: **Yes, the State will waive the Florida DMV file requirement for Parent Locate. See Amendment 10 above.**

Question 24: Att. A (Section II.F, Vendor Responsibilities for Operation of the FIDM Component of IDEC, Item 126) - The current file format that the IDEC states use to send obligor data to the vendor is called the "Inquiry" format. Would MDHS consider changing the requirement to read: Quarterly, each IDEC state will produce a file in the "Inquiry" format as prescribed in the FIDM Specifications Handbook which contains the names and other identifying information on all the cases that the state wants matched to Financial Institution (FI) data files?

Response: **Yes, the State has revised the requirement as requested. See Amendment 11 above.**

Question 25: Att. A, (Section II.F, Vendor Responsibilities for Operation of the FIDM Component of IDEC, Item 127) - The current file format that the IDEC states use to send obligor data to the vendor is called the "Inquiry" format. Would MDHS consider changing the requirement to read: Quarterly, each IDEC state will produce a file in the "Inquiry" format as prescribed in the FIDM Specifications Handbook?

Response: **Yes, the State has revised the requirement as requested. See Amendment 12 above.**

Question 26: Att. A, (Section II.F, Vendor Responsibilities for Operation of the FIDM Component of IDEC, Item 139) - Should the security breach reference item number be 192.p instead of 191.p? 191.p does not exist.

Response: **Yes, the security breach reference item number should be 192.p. See Amendment 13 above.**

Question 27: Att. A, (Section II.F, Vendor Responsibilities for Operation of the FIDM Component of IDEC, Item 140) - Will FIDM component training be required to existing IDEC states should the current vendor retain the contract?

Response: **If the current Vendor retains the contract and current solution and does not expand or modify its current solution, FIDM component training mentioned in Item 140 will not be required for existing IDEC states. However, if the current Vendor expands or modifies its current solution, training for the solutions that have been expanded or modified, will be required for existing IDEC states.**

Question 28: Att. A: (Section II.G, Invoicing and Payment, Item 145); RFP: (Section VIII: Cost Information Submission), - Attachment A, Item #145 states: "Each state pays for

their part in the chosen Vendor service – Parent Locate, FIDM, or both. To defray costs of the Seat Agency responsibilities, each base line state currently pays $2,400.00 annually in administrative fees for managing. The Seat Agency then ensures that the Vendor is paid for the services it provides for all base line states in the consortium.

All costs associated with the Parent Locate and/or FIDM services must be included in RFP No. 4343, Section VIII Cost Information Submission."

Should the Vendor include the $2,400 annual administrative fee multiplied by 15 States, multiplied by 3 years (total of $108,000) in the line item labeled "Administrative Fee' within our response to Section VIII: Cost Information Submission?

Response: **No. The Administrative Fee has been removed, as this fee is between the Seat Agency and the states. See the attached Revised Cost Information Submission form.**

Question 29: Att. A, (Section II.G, Invoicing and Payment, Item 147) - Should the Vendor provide the formula for the Parent Location Services cost breakdown for the future states with our response? If so, please clarify where within our response this should be provided as it doesn't appear to be included as part of the Section VIII COST INFORMATION SUBMISSION pricing response template.

Response: **Yes, the Vendor must provide the detailed formula for the Parent Location Services cost breakdown for future states in the response. The formula should be provided in the item number in which it is requested.**

Question 30: Att. A: (Section II.G, Invoicing and Payment, Item 157); RFP: (Section VIII: Cost Information Submission) - Attachment A, Item #157 states: "The invoice shall list the charges for each FIDM Data Match Partner Member participating state separately. The Seat Agency will, in turn, invoice the participating states adding the appropriate Administrative Charges as approved by the IDEC Board of Directors. The state will have thirty (30) calendar days to 13process the Seat Agency's invoice and submit payment to the Seat Agency. The Seat Agency will then make payments to the Vendor for the billing quarter within forty-five (45) calendar days following the date the invoice was received by Seat Agency from Vendor.

Vendor must provide a line item for monthly and quarterly data match services on the Vendor's Cost Information Submission, Section VIII of RFP No. 4343."

Should the Vendor include the proposed fee for the service in the line items labeled "Alliance Consortium: Data Match Sharing Payment Per Quarter For All States" and "Alliance Consortium: Data Match Sharing Payment Per Year For All States" within our response to Section VIII: Cost Information Submission"?.

Response: **The Alliance Consortium charges will be invoiced per quarter and separately from the monthly FIDM/Parent Locate invoices.**

The Vendor should list the monthly FIDM/Parent Locate costs for each state, and then provide the 3-year total for all states, per month total for all states,

and per year total for all states. For example, the 3-year monthly FIDM/Parent Locate total for all states could equal $15,000; the per year total could equal $5,000, and the per month total could equal $416.67.

The Vendor should list the proposed quarterly Alliance Consortium costs in the line item labeled "Alliance Consortium: Data Match Sharing Payment Per Quarter For All States".

The Vendor should list the proposed yearly Alliance Consortium costs in the line item labeled "Alliance Consortium: Data Match Sharing Payment Per Year For All States".

The Vendor should list the proposed 3-year Alliance Consortium costs in the line item labeled "Alliance Consortium: Data Match Sharing Payment Per Year For 3 Years For All States".

For example, if the yearly Alliance Consortium charges would equal $4,000, the Vendor should list $1,000 in the "Payment Per Quarter" line, list $4,000 in the "Payment Per Year" line, and list $12,000 in the "Payment 3-Year" line.

Question 31: Att. A (Section II.G, Invoicing and Payment, Item 161) - For budgeting purposes, please clarify the total number of board members and the estimated number and duration of trips that will be required to be reimbursed on an annual basis.

Response: **There are a total of 3 conferences per year that are required to be reimbursed- NCSEA, WICSEC, ERICSA. There is one board member for each conference. A different board member is usually voted to attend each time. The duration of the trips varies by conference and will be dependent on the beginning/end dates of each conference. IDEC would need to be reimbursed within 30-45 days.**

Question 32: Att. A (Section II.G, Invoicing and Payment, Item 163) - Please clarify that the incumbent vendor's proprietary and trademarked software solutions are not transferable.

Response: **Your statement is correct. See Amendment 14 above.**

Question 33: Att. A (Section III.C, Cloud or Offsite Hosting Requirements, Item 192.n.3) - Will MDHS accept a SOC 2 Type 2 audit from our data center along with an operational SOC 1 Type 1 to fulfill the yearly audit requirement?

Response: **Yes, See Amendment 15 above.**

Question 34: Att. A (Section V.F, Backup Services, Item 233) - Please clarify if unlimited data retention applies only to reports/legal documents.

Response: **No, unlimited data retention is not limited to reports/legal documents. Its intent is for retention of data including but not limited to files, folders, images, system state, databases, and enterprise applications.**

RFP responses are due March 30, 2021, at 3:00 p.m. (Central Time).

If you have any questions concerning the information above or if we can be of further assistance, please contact Khelli Reed at 601-432-8194 or via email at Khelli.Reed@its.ms.gov.

cc: ITS Project File Number 45877

Attachments: Revised Cost Information Submission
              Exhibit A-1, Standard Contract – Software as a Service Agreement (SaaS)